



Promoting economic and social participation of internally displaced persons and host communities (PESoP)

Standard Operating Procedures for the Continuous Enrolment of Internally Displaced Persons in Five Municipal Councils in the West Region of Cameroon

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MINDDEVEL



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ACRONYMS

BUCREP: Central Bureau of Censuses and Population Studies

BUNEC: National Civil Status Enrolment Office

GBV: Gender-based Violence

GIZ: Deutsche Gesellschaft für Internationale Zusammenarbeit (German Society for International Cooperation)

IDPs: Internally Displaced Persons

INS: National Institute of Statistics

IOM: International Organisation for Migration

JIPS: Joint IDP Profiling Service

Kobocollect: Android app for collecting data.

MINDDEVEL: Ministry of Decentralisation and Local Development

MINAS: Ministry of Social Affairs

MSNA: Multi-Sectoral Needs Assessment

OCHA: United Nations Office for the Coordination of Humanitarian Affairs

PESoP: Promoting Economic and Social Participation of Internally Displaced Persons and Host Population Communities

PPDC: Protection of Personal Data in Cameroon

SOPs: Standard Operating Procedures

UNHCR: United Nations High Commissioner for Refugees

1

Background



1.1 Context of PESoP Project

The conflict between the central government and non-state armed groups in the South-West and North-West regions of Cameroon has intensified since 2016. Since then, both sides have been involved in violent conflict. In addition, attacks on border communities have also led to the displacement of people within the West region.

According to the latest multi-sectoral needs assessment (MSNA) by OCHA and IOM, nearly 650,000 people have been displaced by the North-West crisis, affecting the West and Littoral regions. As security has improved in some conflict-affected areas, nearly 445,000 internally displaced persons have returned, as reported in the February 2023 MSNA (OCHA, 2023). A multi-sectoral needs analysis carried out by IOM in August 2022 deemed the humanitarian situation in the West region to be mainly critical (level 4 out of 5), highlighting considerable needs relating to shelter, food, access to water and sanitation, and underage child labour. However, the available data on internally displaced persons is underestimated and is being challenged by the Cameroonian government. Councils and local authorities (traditional chiefs, neighbourhood chiefs), as well as divisional officers and governors, have their own figures, but the quality of these data has not been verified. They

have not been consolidated, and only a few of them are accessible.

In this context, UNHCR and GIZ are implementing a joint project titled “Promoting economic and social participation of internally displaced persons and host communities (PESoP).” The project builds on ongoing efforts to promote the economic and social inclusion of internally displaced persons and host communities in the West region. As part of this project (Outcome 3: Socio-economic profiling of IDPs and host populations), UNHCR is leading a data collection and analysis effort in five municipal councils in the West region: Bafoussam 1 (i), Dschang (ii), Foumban (iii), Kouoptamo (iv), Mbouda (v). These five councils are located in four divisions (Menoua, Noun, Bamboutos and Mifi), which host 34% of the estimated 114,111 IDPs living in the West region (OCHA, 2023). Data collection efforts include

- the enrolment, in collaboration with the government, of all IDPs living in the five selected councils; and
- a sample survey to collect socio-economic data on IDPs and members of their host communities.

To ensure high-quality data collection, a PESoP technical committee has been established to support the project. This committee comprises PESoP stakeholders who

play an advisory role throughout the project, providing guidance on the design and implementation of all data collection processes. The stakeholders include MIND-DEVEL, who are leading the overall process; the local councils, who are responsible for enrolment implementation; JIPS and BUCREP, who are providing technical support to UNHCR for profiling implementation and enrolment supervision, respectively; and various sectoral ministries, including INS and BUNEC in the West region.

1.2 Overview of the Mass IDP Enrolment Exercise and its Success.

The mass IDP enrolment exercise conducted between November and December 2024 under the PESoP project in the five councils of the West region marked a significant achievement in addressing the data gaps surrounding internally displaced persons. This initiative, driven by a collaborative effort between UNHCR, GIZ, and local authorities, successfully enrolled more than 30,000 internally displaced persons from more than 14,000 households, providing a clearer picture of their demographic characteristics, protection concerns, and basic needs (UNHCR, 2025). The meticulous planning, comprehensive training of field staff, and effective community sensitization strategies contributed to the smooth implementation of the exercise, overcoming logistical challenges and ensuring broad participation. The integration of a digital tool (Kobo Collect), coupled with rigorous data quality control measures, enhanced the accuracy and reliability of the collected data.

The success of the mass enrolment exercise is further evidenced by the strong coordination with local authorities, the development of an IDP identification module, and the proactive identification of protection concerns. The distribution of tokens, a strategic approach to manage enrolment flow while avoiding duplication, proved effective. Moreover, the dedication of the data collection teams, comprising supervisors and enumerators, and the support from key stakeholders like BUCREP, JIPS and the concerned councils, were pivotal in achieving the project's objectives. The exercise not only provided critical data for humanitarian response

planning but also laid the foundation for establishing sustainable digital enrolment systems at the level of the council, strengthening local capacity for continuous IDP enrolment and support.

1.3 Rationale for Continuous Enrolment

IDPs frequently relocate due to shifting security landscapes, resource availability, and the pursuit of improved living conditions (IDMC, 2024). This inherently mobile nature and their dynamic displacement demands continuous data collection to ensure an up-to-date registry. While a mass Enrolment provides a valuable initial snapshot, it represents a single point in time. A continuous system facilitates the inclusion of newly displaced individuals who arrived post-mass enrolment, preventing omissions. Moreover, it allows for the updating of existing records to reflect changes in household composition, location, vulnerabilities, and evolving needs. This dynamic database is essential for informed decision-making, enabling precise planning, targeted resource allocation, and the delivery of timely, appropriate assistance.

1.4 Scope

These SOPs are specifically designed for the councils of Bafoussam 1, Dschang, Foumban, Kouoptamo, and Mbouda, as well as the Ministry of Decentralization and Local Development (MINDDEVEL) and all partner organizations providing support to Internally Displaced Persons (IDPs). The National Institute of Statistics (INS) and the Central Bureau of Censuses and Population Studies (BUCREP) are also integral to these SOPs.

1.5 Purpose of these SOPs

The purpose of these SOPs is to establish clear and consistent guidelines for all aspects of continuous IDP Enrolment within the councils of Bafoussam 1, Dschang, Foumban, Kouoptamo and Mbouda in the West region of Cameroon. These SOPs outline standardized procedures for data collection, verification, and management to

ensure uniformity and efficiency across all five councils. This document will serve as a practical guide for enrolment personnel, facilitating accurate data collection and promoting data integrity.

1.6 Responsibilities

- UNHCR PESoP team provides technical support and overall coordination of the enrolment process until the end of the project.
- The focal person at the Regional Delegation of MIND-DEVEL in the West region reviews any request for data access from any actor or organisation from all five councils and forwards it to the Regional Delegate for approval. He or she provides continuous coordination to ensure the continuation of the enrolment by the councils and provides semi-annual reports to MINDDEVEL Yaoundé.
- The mayors are responsible for the effective coordination of this activity. They review and approve requests for data access within their councils, make the enrolment focal points available when required, ensure they have appropriate means of transport to the communities, and ensure timely replacement of the focal points in case of leave, sickness, or resignation. For new staff, the old staff must provide a briefing using the training manuals and SOPs.

- Each council has focal points in charge of continuous enrolment. These focal points work closely with community leaders and IDP representatives, conduct interviews, accurately record responses, adhere to these SOPs, and submit progress reports to the mayor through the PESoP project focal point.
- Community leaders, including IDP representatives, serve as the initial contact for new IDPs and are responsible for tracking departures. Their crucial role involves the initial identification and scheduling of new IDPs for enrolment at the council level, as well as continuously communicating departures to maintain accurate records.
- INS and BUCREP are responsible for the yearly analysis of enrolment data. They are also responsible for updating and disseminating the factsheet to stakeholders. They also assist in data sharing with stakeholders in coordination with MINDDEVEL West region.
- BUNEC is responsible for following up with councils to ensure the systematic capture and reporting of vital statistics, especially births, concerning IDPs.

2

IDP Enrolment Process

2.1 Enrolment Equipment

The councils will be equipped with the electronic equipment and other materials needed to carry out the continuous enrolment activity (laptops, tablets, tents, tables, chairs, generators, printers, demarcation ropes, etc.). This equipment can be used during any enrolment exercise as required. The security and maintenance of this equipment must be ensured by the councils themselves.

The Regional Delegation of MINDDEVEL in the West region will equally be provided with the equipment necessary for follow up of the enrolment activities by the councils and reporting (laptop, printer, etc.). INS and BUCREP will be provided with laptops to support the analysis.

2.2 Designated Enrolment Centres

IDP enrolment will occur at various locations to ensure accessibility and efficiency. Permanent sites will be established within each council, serving as the primary, fixed locations for continuous enrolment. To further decentralise services and bring enrolment closer to IDP communities, enrolments might take place at the residence of community leaders within each council when need arises. These leaders are the traditional heads of the community (village/quartier) and their residence will provide accessible enrolment sites for new IDP arrivals within those specific neighborhoods. Below are the fixed enrolment sites in each council.

Table 1: fixed enrolment sites in each council

Council	Permanent enrolment sites
Bafoussam 1	Bafoussam 1 council (Ndiengdam)
Dschang	Annex Building – Dschang Council
Foumban	Foumban council
Kouoptamo	Kouoptamo council
Mbouda	Mbouda Council

In situations involving mass displacements, temporal enrolment sites will be established to accommodate the surge in enrolment needs. These temporary sites will be strategically located in areas experiencing mass influxes of IDPs, aiming to minimise travel distances and facilitate prompt enrolment.

To ensure the suitability and effectiveness of temporary IDP enrolment sites, a thorough assessment must be conducted prior to selection. This assessment should prioritise several key characteristics, including physical safety, guaranteeing a secure environment for both IDPs and staff; accessibility, ensuring ease of access for all individuals, including persons with disabilities (PWDs); spaciousness, providing adequate room to accommodate the expected population and maintain privacy during the enrolment process; essential infrastructure, including functional sanitation facilities such as toilets; cultural diversity acceptance, confirming the site's suitability for individuals from diverse cultural backgrounds; and effective coordination, involving

comprehensive consultations with relevant stakeholders, such as community leaders, NGOs and government agencies, to gather critical information and ensure collaborative support.

2.3 Enrolment Schedule

To balance municipal duties with IDP enrolment, a structured approach is used. To minimize disruption, enrolment is limited to two designated days per month. However, in cases of large-scale displacements, immediate sessions are scheduled. Additionally, if an IDP arrives at the council outside of the scheduled period, they should still be considered for immediate enrolment. This flexible approach ensures both efficient service delivery and a rapid response to urgent needs. Below are the monthly enrolment schedules per council:

Table 2: monthly enrolment schedules per council

Council	Enrolment schedule
Bafoussam 1	15th or 10th or 20th or 2nd Wednesday of each month (To be determined during joint SOPs review with focal points and validated with mayors)
Dschang	To be confirmed
Foumban	To be confirmed
Kouoptamo	To be confirmed
Mbouda	To be confirmed

2.4 Eligibility Criteria for Obtaining an Enrolment Token

The issuance of an enrolment token is the initial step in the continuous IDP enrolment process. This Enrolment token serves as a unique identifier for each household, with only one token issued per household. It acts as proof of initial screening and facilitates the scheduling of a comprehensive interview. To ensure the integrity of the enrolment process and prevent duplication, the following eligibility criteria must be met to obtain an enrolment token:

Demonstrated displacement: Households must provide a credible account of being displaced to one of the five councils (Bafoussam 1, Dschang, Foumban, Kouoptamo, or Mbouda). Displacement must be a direct result of armed conflict, human rights violations, natural or man-made disasters, generalised violence, or development projects, as recognised by international frameworks for internally displaced persons (JIPS, 2021). This initial eligibility is determined through preliminary questions during the initial screening.

Presence in the designated councils: Households currently residing within the geographical boundaries of the five councils covered by these SOPs (Bafoussam 1, Dschang, Foumban, Kouoptamo, and Mbouda) are eligible for continuous enrolment and the issuance of an enrolment token within these specific areas, whether the enrolment token is distributed at the level of the council or at the level of the community (village/quartier).

Declaration of “No Prior Enrolment” within the PESoP Project in the West Region: Household heads must declare that they have not already been enrolled as part of the November-December 2024 mass IDP enrolment exercise conducted under the PESoP project in the West region or through the subsequent continuous enrolment system within these five councils. This declaration will be verified during the system verification stage (2.6.1 New Arrivals, Step 4) using the existing database to prevent double enrolments.

Willingness to Participate in the Enrolment Process: Obtaining a token implies a willingness of the household head to participate in the subsequent steps of the enrolment process, including attending a scheduled interview and providing the necessary information for data collection.

2.5 Overview of Continuous Enrolment Steps



2.6 Enrolment Process Flow

2.6.1 New Arrivals

New IDP arrivals will be enrolled either at the community leader's residence within their neighbourhood, at a temporal enrolment site in case of mass displacements

or at the permanent enrolment center at the council. Enrolment procedures will be consistent at all locations following below steps.



Step 1. Alert and initial screening: Upon receiving an alert of a new IDP arrival, the Community leader (or designated representative) conducts an initial screening. This involves asking a few quick questions to confirm potential displacement, such as «Where did you travel from?», «What were the reasons for your travel?», or «Was your travel voluntary?», «Are you able to return?». If the individual's responses indicate potential displacement, they proceed to the next step.

Step 2. Sensitization and enrolment token distribution: The Community leader (or designated representative) provides sensitization to the new arrival, explaining the IDP enrolment process, its purpose, and the benefits of

the enrolment. They are informed about an interview to be scheduled and data collection procedures. An enrolment token is issued to the household head, serving as proof of their initial screening and a placeholder for their interview.

Step 3. Interview scheduling: The Community leader (or designated representative) then schedules an interview at a convenient time and location for the household in consultation with the council-level focal points. Basic information including the name of the household head, sex, contact, token number and household size, is collected and documented in the registry at the level of the Community for follow up if need be.

Step 4. System verification and data collection: On the agreed date and venue, informed consent is sought, information of the household head and household members (like name, telephone number, or token number) is entered into the existing database and searched to ensure household or member(s) have never been previously enrolled before interview is conducted and photographs taken. The collected data is accurately entered on a tablet and submitted to the server. The enrolment token is ticked and returned to the household as proof of enrolment, along with an explanation of its purpose and use.

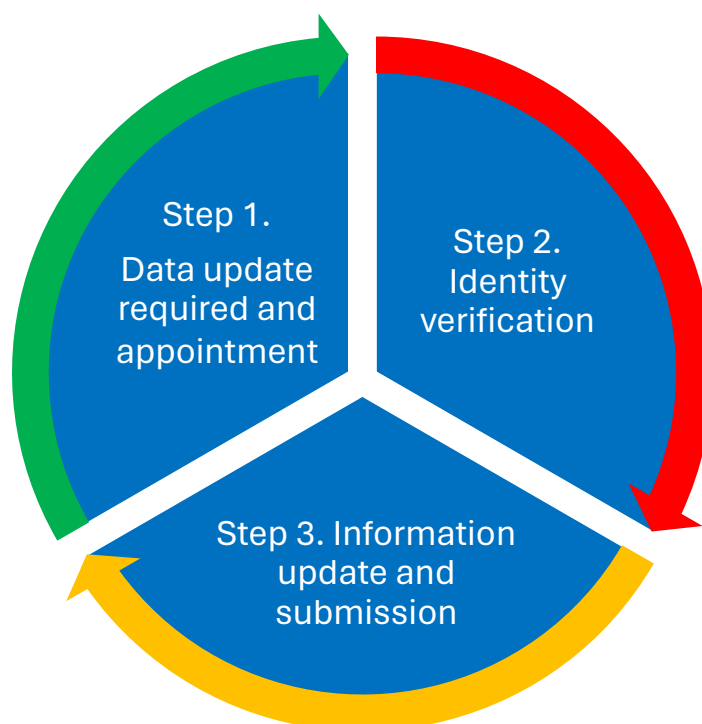
Step 5. Information provision and referrals: The enrolled household is provided with information on available services for IDPs. Individuals with specific

protection needs (e.g. unaccompanied minors, survivors of gender-based violence) are identified and referred for follow-up by relevant protection services.

2.6.2 Updates to Existing Records

This procedure outlines the process for updating information for already enrolled IDP households, such as changes in household composition, address, or needs. To maintain data accuracy and prevent discrepancies, all updates will be conducted with strict verification measures and handled exclusively by designated enrolment focal points at the Council in the below steps.

Figure 2: Enrolment process flow for updates to existing records



Step 1. Data update required and appointment: To modify their household's enrolment details, a designated family member should contact the community leader, who will then arrange a meeting with the relevant council-level focal points. Alternatively, they can reach out to these council-level focal points directly.

To ensure proactive and accurate record-keeping, a two-way flow of information regarding IDP departures is crucial between council-level focal points and community leaders. Local points at the council level will regularly reach out to community leaders (including traditional leaders, religious leaders, and IDP representatives), to request information on IDP departures. Simultaneously, community leaders will be sensitized to proactively inform the council-level focal points of any instances of IDP households leaving the community. All departure information received will then be used to locate the relevant household record on the server for confirmation. Subsequently, an appointment for necessary record updates will be scheduled. This appointment will be conducted physically if at least one household member remains in the community. If all members have departed, the appointment will be conducted remotely with the head of household or a designated representative, using available communication channels.

Step 2. Identity verification: Strict identity verification procedures must be followed to confirm the identity of the household representative. The household repre-

sentative will present their existing token or the token number. If lost, basic information about the household will be used to identify the household in the database. Enrolment focal points will ask verification questions based on the information in the existing enrolment record (specific details about household members, place of origin, etc.), for confirmation before any edit is done.

Step 3. Information update and submission: Enrolment focal points will carefully record all updated information in the kobo platform using a computer. This can include changes in household composition (additions, departures, births, etc), changes in address, updates to needs assessments, or any other relevant changes to the household's information.

If a new member joins a household, updates should be done on the "Number physically present" field on the kobo form to reflect the increased household size. The form will then provide fields to collect all information for the new individual. Conversely, if a household member returns or is no longer considered part of the household for several reasons, their record will not be deleted. Instead, their status will be changed to "Inactive." This approach ensures that a historical record of all household members is preserved while accurately reflecting the current household composition. The updated information will then be submitted to the server.

2.7 Data Collection / Interviews

Below are guidelines on how to complete the enrolment form accurately and efficiently. This also includes instructions on data entry, verification, and handling missing or inconsistent information.

Table 3 : guidelines on how to complete the enrolment form accurately and efficiently

SN	Interview Question	Guidelines
Section 0. Preliminary information		
S0Q1	Enrolment date [DD/MM/YYYY]	Enter data correctly and in the required format.
S0Q4	Council area	The council where the enrolment is occurring
S0Q6	Household Consent	Obtain verbal consent from the household head or representative before interview
S0Q7	What is the reason for your refusal	• If consent is not given, document the reason for refusal. • 01 = Do not have time to participate in the survey • 02 = Not interested in the survey • 03 = Had a bad experience during a previous survey • 04 = Finds the topic uncomfortable • 05 = Is tired of surveys • 06 = Surveys are useless • 96 = Other (specify)
Section 1. Household address		
S1Q1	Which division does household currently stay?	Select the administrative division where the household is currently located (Bamboutos, Menoua, Mifi or Noun)
S1Q2	Which subdivision does household currently stay?	Select the administrative subdivision where the household is currently located (Bafoussam 1, Dschang, Foumban, Kouop-tamo and Mbouda)
S1Q3	Which quarter does household currently stay?	Ask the respondent the village or quarter where they currently live.
S1Q4	Enter the token number of the household	Ensure that each household is assigned one token. The token numbers are unique. Write the number accurately and remind the households to keep the enrolment token. They can present it to the councils in case they want to update their household information.
S1Q5	Including yourself, how many members are physically living in this household permanently?	This question is asking for the total number of individuals who live in the household. Include all members of the household, regardless of their age or relationship to the household head. If there are individuals who are temporarily absent (e.g. due to work or study), include them also.

SN	Interview Question	Guidelines
S1Q6	Including yourself, how many members are physically present now? [repeat loop]	This question is asking for the number of household members in front of you. The ones that you can see.
Section 2. Displacement information		
S2Q1	Surname of Individual	This is the family name. Write it in capital letters e.g. ABATE. Ensure it is spelled correctly as on official documents if the person has one.
S2Q2	Given name of individual	This is the name(s) of the individual. Write first initials in capital letter e.g. Ajolin Nenu. Ensure it is spelled correctly.
S23Q3	Did [name] leave their habitual place of residence before coming here?	This question is asking if the person has left their habitual place of residence before moving to the current location or where they now stay
S2Q4	If No, was [name] born here?	This is only for children to confirm if they were born in displacement or in current residence by at least one IDP parent
S2Q5	Which year did [name] leave the place of habitual residence?	Enter the year [YYYY] the individual departed their usual place of residence
S2Q6	In which region did [name] move from?	Select the region. Those that moved from out of Cameroon will not be enrolled.
S2Q7	In which division did [name] move from?	Select the Division. The form will automatically filter and present only divisions for the Region you selected.
S2Q8	In which subdivision did [name] move from?	Select the subdivision. The form will automatically filter and present only subdivisions for the division you selected.
S2Q9	Which year did [name] arrive in this current subdivision?	Record the year of arrival in current subdivision
S2Q10	What was the main reason why [Name] left the habitual place of residence?	Allow the respondent to explain in their own words, then choose the option from the list that best matches their main reason for leaving. If the respondent states they left due to "fear of persecution", this reason must be classified under the Crisis/Insecurity category.
S2Q11	Is [Name] able to return to the habitual place of residence if he/she wanted to?	Ask if the person can return to their habitual place of residence if they wanted to
S2Q12	Why is [Name] not able to return?	Allow the person to explain the reasons why they cannot return to their habitual place of residence. Try to capture the main one
Section 3. Contact information		
S3Q1	Sex of [Name]	Ask for all infants or when in doubt
S3Q2	What is the date of birth of [name]	Request the date of birth in a clear and neutral manner
S3Q3	Age (calculated field)	This will automatically be calculated for you to confirm with the person

SN	Interview Question	Guidelines
S3Q4	Is this the actual or estimated date of birth?	If the person can only remember the year of birth, use 1st January of the year. If the person only provides the age and it does not match with the physical appearance, please refer to the helpdesk to save time
S3Q5	Does [name] have any difficulty with their sight (even when wearing glasses), their hearing (even when using a hearing aid), their mobility (walking or climbing), their ability to remember or concentrate, their self-care (washing or dressing), or their communication (understanding or being understood)?	This single item serves as a Screening Question to identify individuals aged 2 years and over who report at least one functional difficulty. For adults (18 years and older), the question must be a self-report, asked directly to the individual. For children (2 to 17 years), the question must be a proxy report, asked to the primary caregiver or parent, and the interviewer must always preface the question with the phrase: «Compared to children of the same age,...». Interviewers must never use the word 'disability' in the introduction or follow-up to minimize stigma and under-reporting. Interviewers must also read the question exactly as written, paying close attention to the modifiers for sight and hearing—ensuring they include the phrases «(even when wearing glasses)» and «(even when using a hearing aid)»—as this is vital for measuring the individual's underlying functional capacity.
S3Q5A	If yes, specify the type of difficulty that affects [Name] the most.	Select the type from the list.
S3Q6	Does [name] have any chronic health condition such as diabetes, high blood pressure, heart disease, asthma, tuberculosis, HIV/AIDs or cancer?	A chronic disease is a condition that persists for a long period of time, often for years, and may not have a cure. These diseases typically develop gradually and can significantly impact a person's quality of life. Ask if the person has any chronic diseases (explain the meaning) without mentioning examples and allow the person to explain himself or herself. Do not read examples when asking the question.
S3Q7	Is [Name] pregnant or breastfeeding Hint: For women and girls only 14-49 years	Ask this question specifically for women and girls within the specified age range.
S3Q8	What is the relationship of [name] to the head of household or group?	Use clear and neutral language to inquire about the familial relationship. Immediate family includes spouses, siblings, children or parents of the head of household. Extended family includes grandparents, in-laws, step relatives, adopted family, cousins, aunts, uncles, nieces and nephews of HH Head. No family relations could be friends, colleagues, caregivers or not related at all.
S3Q9	Marital status of [name] Hint: If Age > 15	Ask the individuals and select the option based on their response. Please note that separated couples are those that were married but have not legally separated or are following legal procedures for separation.

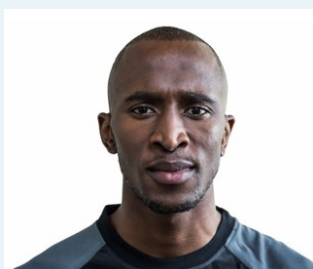
SN	Interview Question	Guidelines
S3Q10	Is [Name] enrolled in school? Hint: For ages 6-14 years	Ask this question for children within the specified age range if they are enrolled in formal education
S4Q1	What is the highest level of education completed by [name] Hint: Age 12+ years	Ask the question directly and clearly. If the response is unclear or incomplete, ask follow-up questions to clarify, such as "Did you complete the specific courses or programs?" or "What was the name of the school or institution? Or did you graduate? Or do you have the certificate?"
S4Q2	What is the main occupation of [name]? Hint: Age 14+ years	Select the option that represents their main or most time-consuming economic activity. If a person has multiple occupations, select the one that currently takes up the most time or generates the most income. 01. Not employed Select this if the individual is actively looking for work but currently does not have one, and does not fall into the Retired, Student, or Housewife/Househusband categories. 02. Non-agricultural Business Owner (self-employed): Select this option for anyone who owns or manages a Production Unit. A Production Unit is defined as any sustained, non-agricultural activity that produces goods or services for sale or exchange. The individual is the primary decision-maker and bears the financial risk. Examples include: street vendors selling food or goods, small shop owners (boutiquiers), traders, or individuals running small service businesses (e.g. hairdressers, small mechanics, etc.). 03. Farmer: For crop cultivation 04. Livestock for the primary raising of animals for sale or consumption. 05. Labourer (daily worker): This refers to individuals engaged in casual, unskilled wage labour, where they are hired and paid on a daily or short-term basis (e.g. carrying loads, working intermittently on construction sites, or doing temporary domestic work for wages). 06. Housewife/Househusband: unpaid household work as primary activity, and they do not engage in any other income-generating activity listed above (including small non-agricultural businesses). 96. Others (specify) Use this only if the respondent's primary occupation does not clearly fit into any of the predefined categories. Always write down the specific occupation.

SN	Interview Question	Guidelines
S4Q3	What major skill does [Name] have? Hint: Age 14+ years	Ask an open-ended question to allow the individual to list their skills, such as «What are your main skills or areas of expertise?» Examples: Provide examples of skills to help the individual think of relevant responses. Identify the main one.
Section 5. Documentation		
S5Q1	Does [name] have a birth certificate or birth declaration for children below 1 year?	Ask clearly and respectfully
S5Q2	Does [name] have a national ID card?	Approach this question with empathy and understanding, recognising that they may be difficult for IDPs to discuss
S5Q3	What is the phone number of [name] or that of a close relative in case [name] does not have one	Explain why a phone number is important for contact purposes. If the IDP does not have a personal phone number, ask for the contact number of a close relative or friend.
S5Q4	Photo of the individual [If Age >5]	Take just a half picture (from upper chest to head), not a full picture. Explain the purpose of taking a photo [for identification, to ensure if there is any future assistance, it does not go to the wrong person]. Ensure that the photo is taken in a respectful and appropriate manner. White background preferred.
S5Q5	Status of individual	For mass enrolment, all IDPs were “active”, since they were physically present. During future enrolments or in case of update of information, there can be changes. “Inactive” refers to those IDPs who might have returned, relocated, etc.
S6Q1	What is the first priority need for the household?	Use clear and concise language that is easy to understand without giving any impression of immediate assistance or promise of future assistance. Example: What is the most important need for your household right now?
S6Q2	Other than the first, what is the second priority need?	Apart from the first already mentioned, what is the second most important need for your household now?
S6Q3	Other than the first and second, what is the third priority need?	Apart from the first and second, what is the third most important need for your household now?
Section 7. Shelter		
S7Q1	What are your current accommodation arrangements for the household?	You could use local terms if appropriate. Examples, do you own the house you are currently staying and are you paying rents where you stay?

2.7.1 Photo Capture

To maintain consistency and accuracy in the IDP enrolment, a standardised photo capture procedure is mandatory for each individual. This procedure ensures suitable photo quality by requiring photos be taken with a white background, good lighting, and proper head orientation. Furthermore, the face must fit in the screen's allotted space. Adhering to these guidelines guarantees consistency and accuracy in the enrolment process. To begin, open the "tablet camera", go to "settings" and activate the "Grid lines". Also change the "Aspect ratio" to "1:1"

Procedure to capture a photo of good quality



1. Horizontal alignment: Position the individual so that their face is aligned horizontally along the centre grid line of the tablet screen. This helps ensure the face is centred and level within the frame.

2. Vertical alignment: Similarly, align the individual's face vertically along the centre grid line of the screen. This ensures the face is properly placed within the designated area.

3. Eye level and symmetry: Verify that the individual's eyes are at the same level and symmetrically positioned.

4. Distance: Make sure the individual is neither too far from nor too close to the tablet's camera. The face should fit within the designated space on the screen, as illustrated in the image besides.

5. Lighting: Ensure the lighting conditions are adequate. Good lighting is essential for a clear and high-quality photograph. Avoid harsh shadows or backlighting.

6. Head orientation: The individual's head should be facing directly towards the camera, as shown in the image besides.

7. Capture: Once all the above conditions are met, tap the «Capture» button on the screen to take the photograph.

2.8 Referral Mechanism

A referral mechanism is essential to ensure that IDPs with identified protection needs receive timely and appropriate support. During the enrolment process, any protection cases identified, including but not limited to Gender-based Violence (GBV) such as sexual violence, domestic violence, and child marriage, as well as Child Protection concerns involving orphaned, separated, exploited or children at risk of violence or exploitation, will be addressed. These cases will be formally referred to the relevant service providers in Annexe 4 using the referral form in Annexe 5. Referral Form. This form will capture essential details of the case, ensuring clear communication and efficient transfer of information. Crucially, there should be follow-up to monitor the status of each referred case, guaranteeing that IDPs receive the necessary assistance and that service providers are accountable for their response.

2.9 Fraud Management

To maintain the integrity and the credibility of the continuous IDP enrolment process, a fraud management system is essential. This system encompasses preventative measures, clear identification and complaint mechanisms, and thorough fact-finding and resolution protocols.

All focal points involved in the enrolment process will undergo a briefing on fraud identification, data protection, and ethical conduct. Distribution of tokens for new arrivals should be strictly controlled. This includes decentralized distribution by designated focal points or alternates only, secure storage of unissued tokens, meticulous tracking of token movement, and measures to prevent duplication. Only households with a token should be enrolled.

Designated litigation posts for addressing fraud allegations and inconsistencies shall be established in each enrolment site. Allegations of fraud, requiring referral to the litigation post, encompass a range of serious offences, including but not limited to the use of fraudulent identity documents, unresolved inconsistencies with suspected fraud, suspected exploitation, the unauthorized use of another person's identity, and any attempted bribery of enrolment agents. Inconsistencies including but not limited to discrepancies in identity (name, date of birth), family composition (births, deaths, absences), document authenticity (national ID cards, birth certificates, etc.), and attempted double enrolment shall also be referred to the litigation posts.

Confidential complaint mechanisms will be readily available, empowering IDPs to report suspected fraud. If there is any uncertainty as to whether a case is inconsistent or an allegation of fraud, the advice of the agents at the litigation post should be sought. All reported fraud allegations and inconsistencies will

undergo thorough and impartial fact finding conducted by the litigation posts. Based on the findings, appropriate actions, such as data correction, enrolment suspension, or referral, will be taken. All fact findings and resolutions will be documented and maintained.

3

Data Management

3.1 Data Collection Tools

Data collection for the IDP enrolment in the five councils will be conducted using the digital system built around the Kobo Collect application. Tablets will be used to capture enrolment information from new arrivals, ensuring efficient and accurate data entry. Complementing the tablets, laptops will be employed for crucial data management tasks. These laptops will facilitate the thorough verification of household information prior to enrolment and enable the updating of existing records to reflect changes.

3.2 Data Storage

Data collected during continuous IDP enrolment will be primarily stored within the secure KoboToolbox platform, leveraging its robust data management and security infrastructure. For analytical and archiving

purposes, data may be downloaded from KoboToolbox into Microsoft Excel files. To ensure the confidentiality and integrity of this sensitive information, any Excel file extracted from KoboToolbox must be immediately protected with a password.

3.3 Data Access on Kobo Server

For the duration of the continuous enrolment project, the UNHCR PESoP team will have full data access. Upon project completion, this access will be transferred to UNHCR DIMA Yaounde. MINDDEVEL, as the project owner, will also maintain full access. BUCREP and INS will be able to view and download the data for analytical purposes and data sharing. Councils will have access only to data pertaining to their respective jurisdictions. These roles are summarized below.

Table 4: Stakeholder kobo access and permissions in the continuous IDP enrolment

Kobo functionality	UNHCR	MINDDEVEL Yaounde	MINDDEVEL West region	Councils*	INS
View Form	Yes	Yes	Yes	Yes	Yes
Edit Form	Yes	Yes	No	No	No
View submissions	Yes	Yes	Yes	Yes	Yes
Add submissions	No	No	No	Yes	No
Edit submissions	No	No	No	Yes	No
Validate submissions	No	No	No	Yes	No
Delete submissions	No	No	Yes	No	No
Manage project	Yes	Yes	No	No	No

*Access to data for their respective councils.

3.4 Data Sharing

Data sharing with government agencies, NGOs, or civil society organizations is facilitated through a formal written request process, ensuring adherence to Law No. 2024/017 of December 23, 2024, on the Protection of Personal Data in Cameroon. Requests must specify the exact data required and its intended use. For data pertaining to a single council, the request should be addressed to the Mayor of the Council, and it is advisable to put one of the Enrolment focal points in copy for follow-up.

For data spanning all five councils, the request should be directed to the Regional Delegate of MINDDEVEL for the West region, also copying the project focal point for MINDDEVEL West region. The respective focal points will provide a Data Access Form (Annexe 3. Data Request Form). Upon its completion and approval, a copy of the signed form is filed at the council or regional delegation before any data is downloaded and shared. This process ensures transparency and accountability in data dissemination. Personal data must never be shared by email or USB keys. It should be shared exclusively through OneDrive. MINDDEVEL can request technical support from INS and BUCREP when need arises.

3.5 Data Quality Control

Data quality control is paramount to the integrity of the continuous enrolment process. To ensure accuracy, the questionnaire has been meticulously designed with

built-in validation rules and automatic skip logic, minimizing potential errors during data collection. However, the diligence of enrolment team remains crucial. New tokens must only be issued to households in the presence of local committee members, including representatives of IDPs and hosts, to confirm potential displacement.. Careful data entry on tablets is essential to mitigate human errors. Double-check all entries to minimise errors, and verify that data falls within expected ranges, such as age, dates, and location.

Furthermore, regular data checks for inconsistencies and errors should be conducted post-collection. These checks are a critical component of our data quality control measures and contribute to effective fraud management (as described in 2.9 Fraud Management).

Post-collection data checks will be conducted on monthly basis after every round of data collection. This frequency allows for the timely identification and correction of potential errors or inconsistencies before they accumulate and impact the overall data quality. Additionally, ad-hoc checks may be triggered following specific events, such as the enrolment of many new arrivals or the identification of a potential data quality issue.

The primary responsibility for conducting the monthly post-collection data checks lies with the council-level focal points for their respective councils. Specifically, they will be responsible for reviewing the data submitted through KoboCollect monthly (after every round of data collection). This review will involve verification of completeness, (ensuring all mandatory fields in the enrolment

forms have been filled), identification of inconsistencies, detection of duplicates (based on key identifiers such as token number, name, date of birth, and household head information), range checks (verifying that numerical data falls within plausible ranges like age and, household size), and review of photo quality to ensure that the captured photographs (as per 2.7.1 Photo Capture) are clear and identifiable.

Any inconsistencies, errors, or potential cases of attempted double enrolment identified during the post-collection checks will be addressed according to the following process:

Minor errors and inconsistencies (e.g. typos, incorrect dates) will be corrected directly within the KoboToolbox platform by the council-level focal points, ensuring a clear audit trail of the changes made. Cases involving potential fraud (as outlined in 2.9 Fraud Management), unresolved inconsistencies that suggest fraudulent activity, or attempted double enrolment will be immediately undergo a thorough fact-finding and resolution by the council-level focal points.

All identified discrepancies, corrections made, and referrals to litigation posts will be documented by the responsible focal person, contributing to a comprehensive record of data quality management.

3.6 Reporting

Reporting on continuous IDP enrolment will adhere to a structured frequency, ensuring timely information dissemination at various levels.

Each month, focal points within each council will submit a report to their mayor. This report will detail the activities carried out, the challenges encountered, lessons learned, and recommendations for improving

the enrolment process. The primary goal is to provide a regular overview of local trends while respecting internal reporting channels.

Quarterly, each council will generate comprehensive reports for the MINDDEVEL West region. Twice a year, MINDDEVEL West region will collect and transmit consolidated IDP Enrolment data to MINDDEVEL Yaoundé for their awareness.

Annually, INS/BUCREP will produce summary figures from the database and update the factsheet to be shared with national stakeholders and OCHA for wider dissemination to the humanitarian community.

In addition to these scheduled reports, ad-hoc requests for IDP statistics will be addressed promptly by INS and BUCREP through the MINDDEVEL West region focal person. For accurate and consistent reporting, all quantitative reports will use the latest data downloaded directly from the Kobo server and must specify the data's reference period.

3.7 Data Archiving

To ensure the secure and long-term preservation of IDP enrolment data, all data in the kobo server will be downloaded at the end of each quarter, password protected and securely stored in OneDrive online. Each council's data will be organized separately within this drive, and all downloads used for reports will also be stored here, ensuring a comprehensive and traceable record. A potential name for this shared drive could be "IDP_Enrolment_Archives_WestRegion," facilitating easy identification and access for authorized personnel. Each council will have a folder for their data. Access to archived data will be strictly controlled and granted only through a formal request and approval process, ensuring the confidentiality and integrity of the information.

4

Ethical Considerations and Guiding Principles

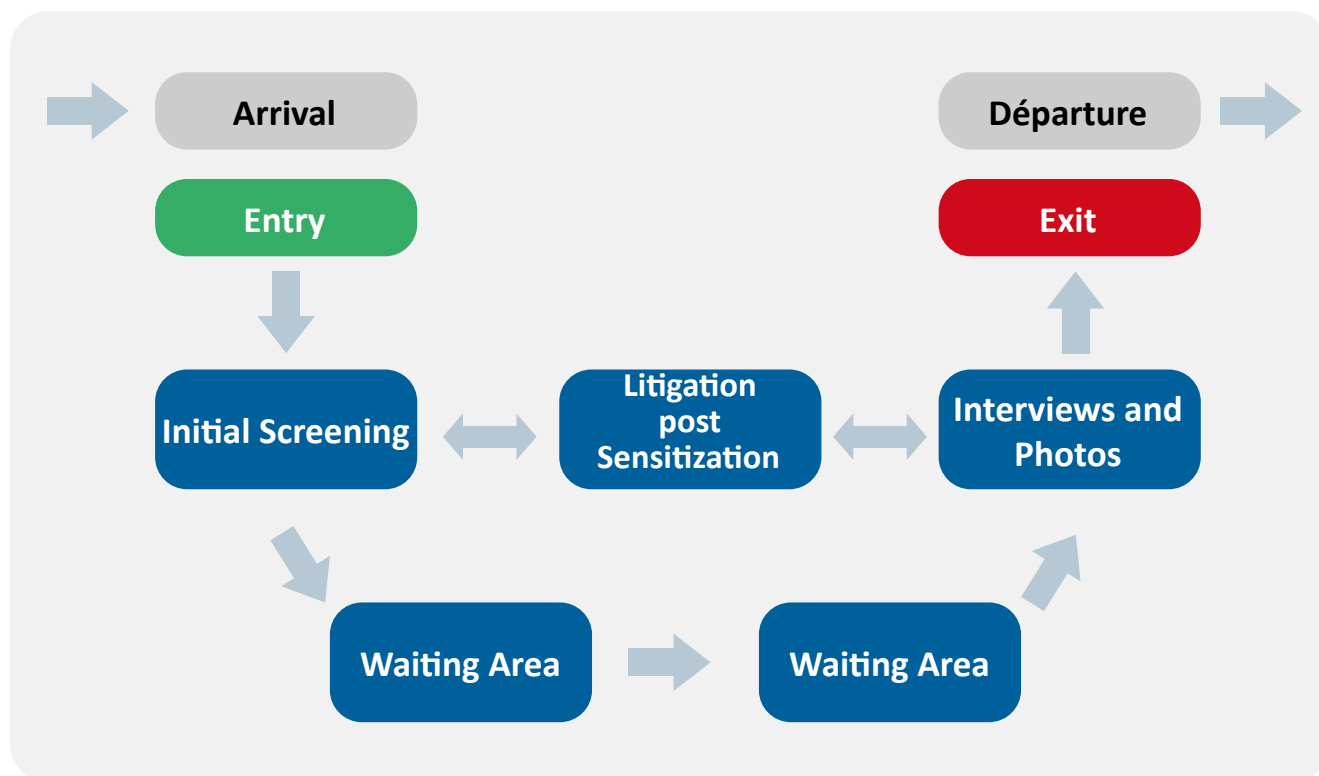
To ensure the continuous IDP enrolment process is conducted ethically and effectively, all enrolment staff will adhere to core principles below:

- **Data privacy and confidentiality:** All personal information of IDPs will be treated with the utmost confidentiality and stored securely, recognising their right to privacy.
- **Informed consent:** IDPs will be fully informed about the purpose of the enrolment process and will provide their voluntary consent to participate.
- **Non-discrimination and neutrality:** All IDPs will be treated fairly and equitably, without discrimination based on any factor. Operations will be conducted impartially, without granting preferential treatment based on political, religious, or ideological affiliations, and avoiding any actions that could cause harm or exacerbate vulnerabilities.
- **Child protection:** Specific procedures will be implemented to safeguard the well-being of children, including appropriate enrolment and protection measures.
- **Professionalism and ethical conduct:** All enrolment staff will adhere to a strict code of conduct, emphasizing professionalism, ethical behavior, and respect for IDPs. No payment for enrolment will be allowed.
- **Community participation:** IDPs, IDP leaders, and community leaders will be actively involved in the enrolment process, ensuring their voices are heard and understood.
- **Family unity:** Efforts will be made to preserve and support family unity throughout the enrolment process.
- **Data-driven decisions:** Decisions related to humanitarian assistance and protection will be based on verifiable information, ensuring transparency and accountability.
- **Do No Harm principle:** Confidential data will only be recorded at designated enrolment sites, avoiding intrusive or culturally insensitive questions. Individuals' right to decline to answer questions will be respected, confidentiality will be maintained by not discussing individual cases with others and promises that cannot be fulfilled will not be made.



ANNEX 1

Enrolment Site Lay Out





ANNEX 2

General Information and Awareness-Raising Points – All Audience

Question	Answer
General overview and purpose	
Following the mass IDP enrolment in Nov-Dec 2024, why is continuous IDP enrolment still necessary?	We conducted a successful mass IDP enrolment between November and December 2024. Now, we're continuing with continuous enrolment to capture new arrivals and update the information of those already enrolled. This helps us maintain an accurate and up-to-date record of IDPs in our councils.
What was the purpose of the mass enrolment exercise?	The mass enrolment exercise aimed to rapidly capture the large number of unenrolled IDPs and implement digital enrolment across all five councils. This standardised the process, ensured comprehensive data collection on IDP number and needs, and provided a clearer picture of the IDP situation to inform advocacy and response efforts.
Why is it important to continuously update IDP information?	IDPs often move due to various reasons, and their needs change. Continuous enrolment helps us keep track of these changes, ensuring that any potential assistance is targeted and effective. It also helps us advocate for the needs of the IDP community.
Enrolment process	
Where can new IDP arrivals enroll?	New IDP arrivals can book an appointment for enrolment at the community leader's residence or go directly to the council.
Where can IDP households update their information if they were already enrolled?	All updates are handled exclusively by the designated enrolment focal points at the council. They can schedule an appointment for update through their community focal point or go directly to the council.
How do I start the enrolment process?	For new arrivals, you should first report to your community leader. They will conduct an initial screening, provide you with a token, and schedule an interview. For updates, you'll need to schedule an appointment with the enrolment focal points at the council.
What documents do I need to bring for enrolment or updates?	Please bring any identification documents you have, such as ID cards or birth certificates. For updates, your enrolment token is essential. We may also ask for other documents to verify your household information.
When will the enrolment take place?	Enrolment will be conducted on two designated days per month at the Council level. We will announce the specific dates in advance. If there is a large influx of IDPs, we will schedule additional enrolment sessions.
Data collection and use	
What kind of information will be collected during enrolment?	We will collect information about your household, displacement history, contact details, needs, and other relevant data. This information helps us understand the situation of IDPs and advocate for appropriate support.

Question	Answer
How will my personal information be protected?	Your information will be kept confidential and stored securely. We use a digital system with strict data protection measures. Access to the data is limited to authorized personnel.
Who will have access to the data collected?	The UNHCR PESoP team, MINDDEVEL, and the Councils will have access to the data. This access is necessary for coordination, planning, and providing necessary support.
Will the collected data be shared with other organizations?	Data sharing will only occur through a formal written request process, ensuring adherence to data privacy agreements and legal frameworks. We will only share necessary data with authorized organizations who may want to use it for planning or to provide humanitarian assistance.
Why do we take photos during enrolment?	Photos are taken for identification purposes, to ensure that any future assistance reaches the correct individuals, and to prevent fraud.
Addressing concerns and fraud prevention	
What should I do if I suspect fraud during the enrolment process?	We have established fraud management systems. You can report any suspected fraud at the designated litigation posts at the enrolment sites. All reports will be investigated thoroughly and confidentially.
What if I have a protection concern, like gender-based violence or child protection issues?	We have a referral mechanism to address protection needs. If you have any concerns, please inform the enrolment personnel, and we will refer you to the appropriate service providers.
How can I update my information if my situation changes?	You can schedule an appointment directly with council-level focal points or through the community focal point to update your information. Please bring your enrolment token or token number and any relevant documents.
What is the purpose of the enrolment token?	The enrolment token serves as proof of your initial screening and a placeholder for your interview. It's also essential for updating your information. Please keep it safe.
Responsibilities and roles	
Who is responsible for the continuous enrolment process?	The councils are responsible for conducting the enrolment, with technical support from UNHCR PESoP team and oversight from MINDDEVEL.
What are the roles of the council-level focal points?	The focal points conduct interviews and ensure the enrolment process runs smoothly.
What is the role of the community leaders?	They facilitate interview scheduling with council-level focal points for the enrolment of new arrivals and update them also on departures.

Annex 3. Data Request Form

Data request form will be reviewed separately before adding here

Annex 4. Service Availability Map

To be inserted once completed

Annex 5. Referral Form

REFERRAL FORM FOR PROTECTION CASES

DATE:
ENROLMENT SITE:
FOCAL PERSON:

Full Name	
Address	
Informed Consent Obtained ?	
Priority	
Protection issues	• High (72 hours) • Medium (7 days) • Low (14 days)
Reference/Section	
Type of referral	
Case observation	• GBV • Persons with specific needs • Child protection • Others (to be specified)
Referred to	Support service • Social Action • Health Services • Psychological Services • Security Services (Police, Gendarmerie) • Justice Services • Others (to be specified)
Assistance required	• Child protection • Material assistance • Civil documentation • GBV case management • Psychosocial assistance • Medical assistance • Legal assistance • Food assistance • Accommodation/shelter • Livelihood assistance • Dignity kit • Other (to be specified)



ANNEX 6

Risk and Mitigation Measures

SN	Risk type	Risk description	Mitigation measure
1	Security	The proximity of some locations to the Northwest region increases the risk of armed groups infiltrating enrolment sites, hence, staff or IDPs could become targets for attacks due to perceived association with government.	• Clear communication and coordination with local security forces. • Access control at enrolment sites • Engage with local communities to build trust and gather information about potential security threats. Develop contingency plans, like evacuation routes, in case of any security incident.
2	Logistics	• Difficult terrain can impede access to remote areas, especially during the rainy season. • Enrolment staff might not be able to move when required due to lack of enough vehicles at the councils.	Alternative transportation solutions, like the use of motorbikes for enrolment staff to reach remote and difficult to reach areas.
3	Protection	• Unauthorised access or misuse of sensitive personal information collected during enrolment could compromise IDP privacy and security. • Vulnerable IDPs, particularly women and children, are at risk of sexual exploitation and other forms of abuse. • IDPs may face discrimination, leading to exclusion from essential services. • Individuals not truly IDPs may try to enroll to gain access to any possible future assistance.	• Implement strict data protection protocols, including secure data storage and access controls. • Provide briefings to enrolment staff on protection principles and prevention of exploitation and abuse. • Establish clear referral mechanisms for protection cases, including access to legal and psychosocial support. • Implement verification processes to prevent fraudulent enrolment.
4	Health risks	IDPs may experience trauma and psychological distress, requiring specialised support.	Ensure access to mental health and psychosocial support services for IDPs, including referrals for serious cases.
5	Socio-political	IDP enrolment may be politicised, leading to unequal access and potential conflict.	Ensure transparent enrolment to prevent perceptions of bias.
6	Staff turnover	Loss of trained and experienced enrolment staff leading to disruptions and delays in enrolment.	• Implement staff recognition and appreciation programs. • Create a supportive and positive work environment. • Ensure adequate workload distribution. Provide psychosocial support to staff.
7	Lack of Financial Motivation	Low moral and reduced performance of enrolment focal points due to inadequate salaries or financial incentives.	• Offer per diems for field work. • Ensure timely and transparent payment of per diems. Seek additional grant funding to support adequate compensation.

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